



Department of Public Health and Human Services

Disability Employment & Transitions Division ♦ Montana Telecommunications Access Program

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Steve Bullock, Governor

Sheila Hogan, Director

June 27, 2017

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
Room TW-A325
445 12th Street, SW
Washington, DC 20554

RE: TRS Consumer Complaint Log Summaries for June 1, 2016 through May 31, 2017
CG DOCKET NO. 03-123

Dear Ms. Dortch,

The Montana Telecommunications Access Program (MTAP) respectfully submits the enclosed complaint log in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the (MTAP) to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the Montana Relay Service. Montana's complaint summary is associated with complaints related to FCC TRS rules.

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

Montana Relay has received a total of 1 TRS complaint in violation of FCC mandatory minimum standards for the time period June 1, 2016 through May 31, 2017. In addition, Montana Relay Service has received a total of 0 CTS complaints in violation of FCC minimum standards for the same time period.

Please feel free to contact me at 406-444-4290 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

Barbara Varnum, MS, CRC
Director/Montana Telecommunications Access Program
bvarnum@mt.gov